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ABSTRACT

This volume contains 17 articles on the emergence and potential of "Quality Improvement" (QI) efforts in higher education. Quality Improvement is defined as continuous improvement of processes in a cycle of plan (administration of instructional processes), do/check (assess), act (on the assessment and then continue to), plan-do-check-act. The papers are as follows: (1) "Customers: You Can't Do Without Them" by Thomas E. Corts; (2) "Key Concepts of Quality Improvement for Higher Education" by John W. Harris; (3) "How Quality Improvement Teams Work to Improve Processes in Departments and Administrative Units" by Susan G. Hillenmeyer; (4) "Longitudinal Student Databases: A Critical Tool for Managing Quality in Higher education" by Peter T. Ewell; (5) "QI Tools for Planning Instruction, Developing Courses, and Administrative Processes" by Casey Collett; (6) "Quality Standards and Support Systems in Successful Publication of Scholarly Research: A Process Analysis" by Robert G. Batson; (7) "A Total Quality Management (TQM) Organizational Behavior Course" by Jose Eulogio Romero-Simpson; (8) "Demythologizing Quality Improvement for Faculty" by J. Mark Baggett; (9) "Total Quality Improvement in the Basic Sciences: A Retrospective Case Study" by Ronald N. Hunsinger: (10) "Statistical Thinking and Techniques: A General Education Requirement" by Mary H. Hudson; (11) "Reducing the Hassle for Faculty through QI" by Billy J. Strickland; (12) "Fear in the Classroom: Implications for Quality Improvement" by Janice R. Teal; (13) "Writing: A Process that Can Be Improved" by David H. Roberts; (14) "What Can QI Contribute to Teacher Education?" by Julian D. Prince; (15) "Quality Legal Education By Design: Institutionalizing the Process of Change in a Law School" by Alexander J. Bolla, Jr.; (16) "QI from a Health Professions School Perspective" by Lucinda L. Maine; and (17) "The Quality Quest in Academia" by William E. Hull. Most papers include references. (JB)